



# HOSPITALITY INDUSTRY

## REAL-TIME INDUSTRY SUMMARY

### MARCH 2021

## 2020 STATEWIDE LABOR ANALYSIS

The Hospitality and Food Service industry showed more than 42,000 online job postings in 2020 for top demand jobs. The top occupation was *Food Service Managers*, making up 13 percent of total Missouri job postings for the time period.

**The top five employers for 2020 were McDonald's, Panera Bread, Marriott International Incorporated, Arby's, and Compass Group North America.**

## TOP JOB POSTINGS

SOC Code	Description	Percent of total job postings	Average Annual Wage	
Now - requires short-term on-the-job training, little to no experience, and/or a high school diploma				
35-3021	Combined Food Preparation and Serving Workers	12.7%	\$22,390	★
35-3031	Waiters and Waitresses	8.3%	\$22,370	★
43-4081	Hotel, Motel, and Resort Desk Clerks	4.0%	\$23,310	
37-2012	Maids and Housekeeping Cleaners	3.4%	\$22,960	
35-9021	Dishwashers	3.4%	\$22,000	
Next - requires a non-degree certificate, associate degree, apprenticeship, some experience, or moderate- to long-term training				
11-9051	Food Service Managers	13.0%	\$55,670	
35-2014	Cooks, Restaurant	6.2%	\$26,380	★
35-1012	First-Line Supervisors of Food Preparation and Serving Workers	3.8%	\$34,810	★
49-9071	Maintenance and Repair Workers, General	2.1%	\$39,740	★
35-1011	Chefs and Head Cooks	1.2%	\$54,530	
Later - requires a bachelor's degree or higher				
11-1021	General and Operations Managers	0.6%	\$101,110	★
11-2022	Sales Managers	0.5%	\$135,360	
11-9199	Managers, All Other	0.4%	\$108,010	
29-1031	Dietitians and Nutritionists	0.3%	\$57,590	
13-2011	Accountants and Auditors	0.3%	\$69,160	★

★ Denotes the top 10 occupations by total number of projected openings from 2018-2028 in Now, Next, and Later categories

## EDUCATION AND TRAINING OPPORTUNITIES

Across the state there are numerous programs in many locations for training for occupations in the Hospitality industry. Visit **MoSCORES**, Missouri's system linking program information and outcomes (employment, wage, credential rates) for traditional degree programs as well as noncredit credentials to find degree and certificate programs at an educational institution near you. In addition, there are 47 U.S. Department of Labor Registered Apprenticeship programs for Hospitality and Food Services occupations in Missouri. Visit **Apprenticeship Missouri** for more information.

# TOP SKILLS & CERTIFICATIONS

## TOP 10 BASIC SKILLS

Communication Skills  
Physical Abilities  
Teamwork / Collaboration  
Organizational Skills  
Detail-Oriented  
Positive Disposition  
English  
Multi-Tasking  
Problem Solving  
Work Area Maintenance

Basic skills are the most numerous, found in the majority of job advertisements. Several soft skills such as communication, teamwork, and organization in the top 10.

## TOP 10 SPECIALIZED SKILLS

Cleaning  
Customer Service  
Scheduling  
Guest Services  
Cooking  
Food Safety  
Food Preparation  
Food Service Experience  
Restaurant Management  
Retail Industry Knowledge

Top requested specialized skills included cleaning, customer service, and scheduling.

## TOP 10 SOFTWARE SKILLS

Word Processing  
Lotus Domino  
Salesforce  
Vimeo  
SQL  
Microsoft Operating Systems  
Adobe Photoshop  
Social Media Platforms  
Windows Server  
Java

Microsoft Office and its products such as Word, Excel, PowerPoint, and Access are the most requested software skills across all industries. Other skills requested in the Hospitality and Food Service industry include word processing and Lotus Domino.

## TOP 10 CERTIFICATES

Driver's License  
ServSafe  
Food Handler Certification  
Food Service Certification  
Casino Gaming License  
First Aid Cpr Aed  
Commercial Driver's License  
Bio-Hazard Certification  
Alcohol Awareness Certification  
Training For Intervention Procedures (TIPS) Cert.

The top requested certificate was Driver's License, followed by ServSafe and Food Handler Certification.

### Notes:

Burning Glass Technologies/Labor Insight, 2019 Bureau of Labor Statistics OES wages, 2018-2028 Employment Projections

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